

## New York State HIICAP & MIPPA Beneficiary Contact Summary Report

(April 1, 2024 to June 30, 2024)

The following report consists of quarterly data from two (2) statewide programs designed to assist Medicare beneficiaries with health insurance matters.

The Health Insurance Information, Counseling, and Assistance Program (HIICAP) provides free, unbiased Medicare counseling on Medicare Parts A, B, C and D, Medicare Advantage, Supplemental Insurance, and other health insurance related topics. HIICAP is administered by the fifty-nine (59) local Area Agencies on Aging (AAAs) in New York State, including two (2) tribal reservations and six (6) Managed Care Consumer Assistance Programs (MCCAPs).

The Medicare Improvements for Patients and Providers Act (MIPPA) program assists lower-income Medicare beneficiaries with finding and applying for benefit programs that will help to lower the costs of their Medicare premiums and deductibles.

Both HIICAP and MIPPA programs are funded in part by the U.S. Administration for Community Living (ACL).

The quarterly data summary below shows the total number of individuals who received information and assistance from both programs between April 1, 2024 to June 30, 2024. It also includes demographic information and the types of information and assistance provided.

	Total
<b>Total Beneficiary Contacts:</b>	19,775
<b>MIPPA:</b>	14,870
<b>Beneficiary Age Group</b>	
64 or Younger	4,219
65-74	8,275
75-84	3,683
85 or Older	1,873
Not Collected	589
<b>Beneficiary Race</b>	
American Indian or Alaskan Native	25
Asian	482
Black or African American	817
Hispanic or Latino	1,007
Native Hawaiian or Other Pacific Islander	42
White	10,773
Not Collected	5,564
<b>Topics Discussed</b>	
Original Medicare (Parts A&B)	9,409
Medigap and Medicare Select	4,650
Medicare Advantage (MA and MA-PD)	8,309
Medicare Part D	6,666
Part D Low Income Subsidy (LIS/Extra Help)	8,867

Other Prescription Assistance	2,802
Medicaid	14,827
Other Insurance	2,526
Additional Topic Details	6,139
<b>Total Time Spent (Minutes)</b>	<b>752,869</b>
<b>Average Total Time Spent (Minutes)</b>	<b>38</b>